

SRT NEWSletter

SRT CARES

SRT SUPPORTS FIRST RESPONDERS IN OUR COMMUNITIES

SRT donates to hundreds of community organizations, projects, and events each year. Recently, a common theme has emerged among a handful of SRT's contributions: first responders. Police, fire, ambulance – first responders provide vital services to populations near and far. Like any organization, growing needs require community support.

In May, SRT donated \$1,351 to the McHenry County Sheriff's Office. This covered the cost of a communications system for the new Sakakawea SWAT Team. The team will respond to critical incidents in McHenry, McLean, Sheridan, Mercer, and Oliver counties, as well as the Fort Berthold Reservation.

In July, SRT donated \$2,500 to Upham Fire Supporters, Inc. The group is a charitable organization established to support Upham Fire Protection District through financial, educational, safety, and community programs.

Upham firefighters needed new self-contained breathing apparatuses (SCBA), as their old ones were no longer viable. Each SCBA costs tens of thousands of dollars and includes a carbon fiber tank, face piece, harness, and thermal imager. With about 20 volunteers, the Upham Fire Protection District serves more than 260 square miles and seven townships. These devices are necessary to safely combat any situations with hazardous air.

SRT also donated \$1,000 to the Burlington Fire Department toward a generator for the fire hall. The generator powers doors, the air bottle

compressor, dispatch computer, and radios, as well as chargers for fire apparatuses.

The most recent donation to support first responders was \$1,500 toward a new K9 unit for the McHenry County Sheriff's Office. As one K9 nears retirement, the department is working to replace this invaluable resource and team member. The K9 will be trained for narcotics, tracking, and apprehension. The McHenry County K9s assist other law enforcement agencies, including but not limited to Bottineau, Ward, Renville, and Pierce counties. The K9 is fully funded by donations from the community.



SRT's corporate giving program gives priority to programs that encourage community involvement, support vital needs, and promote the use of technology. All corporate donations made by SRT highlight one of the seven Cooperative Principles: concern for

community. During Co-op Month in October, SRT takes pride in our ability to support the region we serve in more ways than providing telecommunications and personable customer service. SRT is committed to making our service area an exceptional place to live, learn, work, and enjoy for everyone.

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SCHMIDTGALEARNSEAGLE AWARD



Scott Schmidtgal's Eagle Award nominator wrote, "Scott was one of many SRT employees that installed the service to many senior citizens. He was polite, courteous, and made the transition user-friendly. He returned if there was a problem."

SRT wants to thank Scott's nominator, Audrey, for sharing her positive experience. We thank Scott, as well, for providing top-notch customer service that's worth writing home (or the Minot Area Chamber EDC) about!

The Eagle Award is a program of the Minot Area Chamber EDC recognizing excellent customer service.

FIBER VS. 5G: THE ADVANTAGE OF SRT FIBER INTERNET

The option of 5G home internet has become more available in recent years. This can add to the confusion when deciding between fiber internet and 5G home internet. A look at the differences can help you determine which is the better option for your home.

The Unseen Limitations of 5G

The technology behind 5G home internet, which uses radio waves traveling through

This is especially true in rural areas where 5G towers are not as prominent as they are in larger cities. This can lead to frustratingly inconsistent speeds and buffering, unlike our fiber network that brings a fast Internet connection straight to your home.

• **Deprioritization During Peak Hours:** Because 5G is a shared

Which is Better for Your Home Internet?

the air from 5G cellular network towers, is quite different from SRT Fiber Internet, which is delivered via fiber optic cables buried underground directly to the customer home. This core difference leads to a few potential issues for 5G users:

- **Unstable Service:** Wireless signals are more apt to be disrupted by weather, physical obstructions, and distance from the cellular tower.

network, your connection competes with other 5G home internet users in your area. During busy times, your service may be "deprioritized," which means your speeds are intentionally slowed down to ensure a baseline service for everyone on the 5G network. With SRT Fiber, your connection is yours alone, which means no sharing and no slowdown times during the day or evening.

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UNCLAIMED CAPITAL CREDITS

Is your name on the list? Find out at SRT.COM/UnclaimedCapitalCredits

If you find your name on the unclaimed capital credit list on the website above, you may have money coming to you. These checks were returned to us by the Post Office when originally mailed.

You may even recognize someone else's name and encourage them to contact us. Individuals or their lawful heirs may claim their checks by contacting SRT at 858-1200 by May 15, 2026.

SRT CARES



RENVILLE COUNTY FAIR – Every year, SRT sponsors two fun traditions at the Renville County Fair – the kids' coin hunt and tractor pull.



MINOT AIR FORCE BASE FREEDOM FEST – Serving those who serve, proudly celebrating military members and families.



4TH OF JULY PARADES – Board Members proudly participated in July 4 parades in Berthold, Lake Metigoshe, Towner, and Velda.



KX CO-OP DAY – It was a successful KX Co-op Day at the North Dakota State Fair, serving up a pancake breakfast, educating fairgoers about ND cooperatives, and hosting an ice cream social.



NORTH DAKOTA STATE PARADE – It was a joy to be part of the ND State Parade, connecting with familiar faces along the route.



TOWNER CRAZY DAYS – Lulabelle's Ice Cream truck joined SRT at Towner Crazy Days, serving nearly 200 people delicious Pride Dairy ice cream.



NATIONAL NIGHT OUT – This event provided an evening of resources and fun activities for kids and families in Minot's Oak Park.



DINNER ON THE PRAIRIE – The biannual Dinner on the Prairie, a farm-to-table educational dinner, was held in August. SRT proudly supports this event that connects consumers and ag producers.

FIBER VS. 5G: THE ADVANTAGE OF SRT FIBER INTERNET

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- **Slower Than Advertised Speeds:** 5G home internet promises top speeds, but the speeds a customer may experience in their home are different than those advertised due to network congestion and signal interference. With our Fiber network and a hardwired connection to your devices, you get the service you pay for with matching upload and download speeds, and an overall more reliable home Internet experience.

The Advantage of SRT Fiber Internet

SRT invested in building the area’s only 100% Fiber network because we know how important fast, reliable Internet is to your everyday life. Whether



you work from home, are an avid gamer, or simply have multiple smart devices in your home, SRT Fiber Internet will support everything you do.

The only potential downside to fiber internet is that it’s not available in every corner of the United States. But don’t worry; SRT has you covered. We built our fiber network to every business, home, school, and farm in our service area.

Don’t settle for the unpredictable performance of a shared 5G wireless

connection. Choose SRT Fiber for the stability, speed, and reliability you and your family deserve.

WELCOME SRT’S NEW DIRECTOR!

SRT’s membership elected Deven Mantz to our Board of Directors at the 2025 Annual Meeting. A resident of Minot, Deven represents District 4 and is a railroader and foreman at BNSF Railway. Deven is a board member at Minot Public School Foundation and North Dakota Environmental Partners, and is a local steward of Lodge 1326 Brotherhood of Maintenance of Way. He has four children. Welcome, Deven, and thank you for representing the SRT Membership!



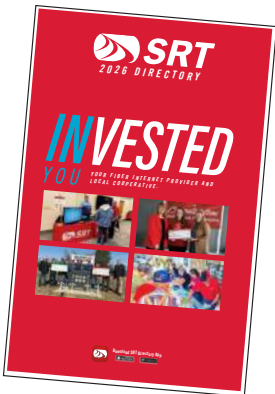
Deven Mantz | District 4

LET’S CELEBRATE CO-OP MONTH TOGETHER!

October is National Cooperative Month. Join us as we thank our members all month by connecting with the communities we serve. Watch for activities, news, fun facts, and giveaways. **Visit our Facebook page or srt.com/coopmonth often for details!**

2026 SRT DIRECTORY COMING SOON

The 2026 SRT Phone Directory is coming soon! Be on the lookout for directory delivery starting mid-October.



2026 SRT Phone Directories will be available at these locations, free of charge:

Berthold	State Bank & Trust of Kenmare	Minot	SRT Headquarters
Bottineau	First National Bank & Trust Company of Bottineau		MarketPlace Foods
	State Bank of Bottineau		Cashwise Foods
Butte	Heritage Insurance Services	Minot AFB	North Star Community Credit Union
Drake	Bravera	Mohall	Gate City Bank
Glenburn	City Hall	Newburg	Peoples State Bank
Harvey	First State Bank of Harvey		Newburg Station
Kenmare	State Bank & Trust of Kenmare	Sawyer	Sawyer City Hall
Max	Max Farm Services / C-Store	Towner	Merchants Bank
		Velva	Peoples State Bank of Velva
		Westhope	Peoples State Bank

2025 SRT ANNUAL MEETING

The 2025 SRT Annual Meeting was held Thursday, June 19, 2025, at the North Dakota State Fair Center in Minot. Nominations of directors' petitions were distributed and accepted at SRT's headquarters from April 21, 2025, through May 20, 2025. Five petitions were qualified and verified, which authorized the names to be placed on the official election ballots distributed at the meeting. Four directors were elected to serve a three-year term on SRT's Board of Directors: District 1: Allan Engh, Sherwood; District 2: Tom Jespersen, Velva; District 3: Stuart Rothe, Newburg; and District 4: Deven Mantz, Minot. Members also voted to approve the 2024 Annual Meeting Minutes as presented.

Save the Date
Thursday, June 18, 2026

2025 Election Results

District 1:	
Allan Engh.....	35
Spoiled ballots.....	1
District 2:	
Tom Jespersen.....	56
Spoiled ballots.....	0
District 3:	
Stuart Rothe.....	29
Spoiled ballots.....	0
District 4:	
Deven Mantz.....	223
Benjamin Robertson	203
Spoiled ballots.....	2

2025 Board of Director officer positions are as follows:

- Stanley Vangsness, President
- Tom Jespersen, Vice President
- Stacey Diehl, Secretary/Treasurer
- Stuart Rothe, Assistant Secretary/Treasurer



USDA Programs Encourage Rural Development in Partnership with SRT

SRT brings economic development opportunities to our service area through the U.S. Department of Agriculture (USDA) Rural Economic Development Loan and Grant program (REDLG). In partnership with USDA Rural Utilities Service (RUS), REDLG allows SRT to pass funds through to qualifying rural organizations so they can create jobs and retain employment.

Recipients of the SRT REDLG program include the Mohall Ambulance Service, United Rural Ambulance District in Berthold, and Precision Farm Parts in Sherwood.

SRT is proud to serve as an economic development catalyst with this assistance program and encourages businesses to apply for the REDLG program. Applicants can apply for loans starting at \$5,000 for projects that bring economic development to the area.

This program is not meant to compete with local banks. It is designed to be a supplement to other financing options. SRT cannot be a lender of last resort, among other eligibility elements. SRT has a pre-application at www.srt.com/srtcares. Those interested are welcome to contact Becky Towery at 701-858-5168.

OFFICIAL NOTICES

LIFELINE

Lifeline is a government benefit program supported by the Universal Service Fund that provides a discount on broadband service for qualifying consumers. Lifeline helps ensure that eligible consumers have the opportunities and security that broadband service brings, including being able to connect to jobs, family, and emergency services.

Qualifying for Lifeline Support Non-Tribal and Tribal Based on Your Income

You can get Lifeline if your income is 135% or less than the Federal Poverty Guidelines. The guideline is based on your household size and state.

Based on If You Use SNAP, Medicaid, or Other Programs Federal Assistance Programs

You can get Lifeline if you (or someone in your household) participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit

You may have to show proof of participation, like a benefit letter or official document, when you apply for Lifeline.

Tribal Assistance Programs

If you live on Tribal lands, you can get Lifeline if your household income is at or below 135% of the Federal Poverty Guidelines, or if you (or someone in your household) participate in:

- Any of the federal assistance programs listed above
- Bureau of Indian Affairs General Assistance
- Head Start (only households meeting the income qualifying standard)
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on www.IndianReservations

You may have to show proof of participation, like a benefit letter or official document, when you apply for Lifeline.

Qualify Through Your Child or Dependent

You can get Lifeline if your child or dependent participates in any of the programs listed above.

If you are requesting Lifeline on the basis of your household income, please refer to the Estimated Income Requirements for a Household at or below the Federal Poverty Guidelines. You may find this chart, which is revised annually, on the United States Department of Health and Human Services website at <https://www.lifelinesupport.org>.

Important Notes for Eligible Consumers Nationwide

Lifeline is available for SRT broadband and phone service. One discount per household is allowed. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Important Notes for Eligible Consumers Living on Tribal Lands - Enhanced Tribal Benefit

Low-income consumers on Tribal lands can receive a Lifeline discount of up to \$34.25 per month, and up to a \$100 reduction for first-time connection charges for Lifeline service at their primary residence.

Enhanced Monthly Support - Low-income consumers who qualify for enhanced Lifeline support can receive a discount of up to \$25 per month in addition to the standard federal benefit of up to \$9.25 if they live on Tribal lands.

Tribal Link Up - Link Up provides a 100% reduction (up to \$100) of the charge for starting telecommunications service at a Tribal Lifeline subscriber's primary residence. Link Up is available to subscribers who reside on Tribal lands and is a one-time benefit per address; subscribers can request Link Up once for each change of primary residential address.

For service initiation charges of up to \$200, Link Up also provides a deferred, no-interest payment plan to the subscriber for up to one year.

Minimum Service Standards

Broadband — speed of 25x3 Mbps, and usage allowance to 1230 GB. If 25x3 Mbps is not offered, any generally available residential package that meets the minimum service standard qualifies for Lifeline.

Two Steps to Get Lifeline

Qualify - Apply now to confirm you qualify for the Lifeline program. You may be eligible to get Lifeline based on your income or participation in a government assistance program.

Sign Up to Get Lifeline - After you qualify, choose a phone or internet company near you and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting.

For more details, visit: <https://www.lifelinesupport.org/>

CUSTOMER PROPRIETARY NETWORK INFORMATION

In the course of providing service to telephone customers, SRT collects information concerning the telephone services you purchase and how you use them. This information is known as “customer proprietary network information,” or “CPNI.” CPNI includes any information on the quantity, technical configuration, type, destination, location, and amount of use of your service that we obtain because we are your telephone carrier. CPNI does not include the names and telephone numbers published in telephone directories or information we obtain as a result of providing your other SRT services. We use CPNI to monitor the quality of the service we provide and to prepare your bills.

You have a right, and we have a duty, under federal law to protect the confidentiality of CPNI. We have the right under federal law to use your CPNI to provide telephone service, to bill you, to market services related to services you already buy from us, and to protect our facilities and property. You have the right to disapprove of our use of CPNI for marketing services other than those that are related

to services you already buy from us and to withdraw access to CPNI at any time. Withdrawing access to CPNI will not affect our ability to provide telephone services to you, or the quality of the service we provide.

If you want to restrict use of your CPNI, you must contact SRT at 701-858-1200 within 30 days of receipt of this notice. Your denial or approval for SRT to use this data will not affect the provision of any services to which you subscribe. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Again, we will only use your account information to market other telecommunications services and products SRT offers, and no action is required unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, newsletters, and other publications that are sent to all customers so that you are kept up to date on what is happening at SRT.

STOP TELEMARKETING CALLS

The Federal Trade Commission (FTC) launched the National Do Not Call Registry to give Americans a choice about getting telemarketing calls at home.

To register your number on the Internet: log on to www.donotcall.gov and click on Register Now. If you register online, you will receive an email from www.donotcall.gov as part of the confirmation process and you will need to click on the link in that email within 72 hours after you receive it to complete your registration.

To register your number by telephone, call 1-888-382-1222; TTY call 1-866-290-4236. You must call from the number you want to register.

After 31 days, most telemarketing calls will stop. However, some calls are not covered, such as:

- calls from, or on behalf of, political organizations, charities, and telephone surveyors

- calls from companies with whom you have an existing business relationship
- calls from companies you've given permission to call

Once you register, your registration will not expire. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008. And you only need to register once to be on both North Dakota's list and the national do not call list, as one registration simultaneously adds your number to both.

To file a complaint: If your number has been on the registry for at least 31 days, and a telemarketer calls, you may file a complaint with the FTC. Visit www.donotcall.gov or call 1-888-382-1222 (TTY 1-866-290-4236). You'll need to provide the date of the call and the phone number or name of the company that called you.



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This institution is an equal
opportunity employer and provider.

Speed up your Internet. Get more done. Have more fun.

From workdays to movie nights, time well spent starts with fast Internet. SRT Fiber offers speeds up to 2 Gig and reliable Whole Home WiFi.

As the only 100% Fiber Internet provider with 100% local 24/7 support, SRT is 100% dedicated to your online experience.

*Call us today for fast, reliable Internet. No contracts,
installation or equipment fees, or price hikes.*

701.858.1200
SRT.COM/INTERNET

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